

# VOLUNTARY SERVICE NEWSLETTER

for the volunteers of VA Healthcare Network Upstate New York

November, December 2007/January 2008 • Volume 7, Issue 4

## VA's Health Care System Named "Best Care Anywhere"

VA's health care delivery system is a model for the rest of America and offers solutions to the country's health care crisis, according to the author of a recently published book entitled "Best Care Anywhere: Why VA Health Care Is Better Than Yours."

"I believe that within 10 years, the evidence-based, patient-centered, VistA-driven model of care pioneered by VA will be the delivery device by which most Americans and many foreigners as well receive their care," said **Phillip Longman**, the book's author and a former economic journalist who is now a resident scholar at the Washington-based think tank, New America Foundation.

Longman began researching health care as a freelance writer for *Fortune* magazine which commissioned him to find who was doing the most to modernize health care in the U.S. The assignment was especially important to him because he had lost his wife, Robin, to breast cancer five years earlier, and she had experienced significant difficulties with the care she received.

While doing his research, Longman read a number of articles praising VA for the innovations the Department had made in the last 10 years. Pursuing the issue further, he discovered that VA had completely changed its image from what the public saw through the movie, "Born on the Fourth of July." *Fortune* eventually cancelled the assignment, but Longman's research continued and became the basis for an article he wrote for *Washington Monthly* magazine and for his book.

Longman noted that in recent years VA health care has received numerous accolades from well-respected independent expert organizations, including the American Consumer Satisfaction Index and the Innovations in Government Award from Harvard University.

In conducting his research, Longman visited a number of VA facilities and talked with numerous doctors, nurses and other VA employees. Among those he interviewed were the pioneering VA doctors, pharmacists and technicians who, beginning in the 1970s, wrote the software that became VistA, VA's world-class system of electronic health records.

"VistA is a process, not a product," Longman said, noting that one of the chief reasons for the system's success is that the ideas for the computer programs were developed by doctors and other medical professionals.

Longman said those medical professionals represented a revolution that set the stage for the decision to implement VistA throughout VHA in 1995.

He said that in addition to its innovative use of technology for medical purposes, VA is successful because it has a near life-long relationship with its patients, beginning when they leave the service and lasting until the end of life – including long-term nursing home care.

This gives VA incentives for investing in prevention, evidence-based medicine and effective disease management that are weak or lacking in other health care systems.

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The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by Network 2 Communications Department. Printed by veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.

**We Want to Hear from You!**

If you have any comments, questions, story ideas, etc. contact:

**Network 2 Communications**  
**Rochester VA Outpatient Clinic**  
**465 Westfall Road, Rochester, NY 14620**  
**(585) 463-2663**  
**Heather.Schrader@va.gov**

## Message from the Network Director

### VA Health Care - All Year Long

Health isn't something you do on a Friday and stop on a Monday. It isn't just a New Year's resolution that disappears after a few weeks. Being healthy and staying healthy is a lifelong goal, one that translates into a longer and better quality of life.

To help make your life a good one, we have put together a 2008 health calendar for our patients and volunteers. It is designed to have you start right and stay right the whole year through - and after. We've made this calendar fun because staying fit is fun. You'll find places to put your weight and exercise goals, as well as words of inspiration and encouragement. We've even included a puzzle and some easy-to-make, heart-healthy recipes to keep your motivation strong.

As you browse through this calendar, you'll find important messages from VA Healthcare Network Upstate New York, including information about:

- **MOVE!** VA way to fitness designed for everyone
- **Diabetes.** Did you know that VA Medical Centers have a lot of user-friendly information about this debilitating condition?
- **Help for alcohol abuse and depression.** VA Healthcare Network Upstate New York helped establish the 24/7 National Suicide Prevention Hotline this summer.

Watch your mail for the 2008 health calendar. We hope you'll enjoy looking through and reading it.

To your good health,

**Stephen L. Lemons, Ed.D, FACHE**

*Network Director*



## "Best Care Anywhere" continued from page 1

For example, if VA does not effectively manage its diabetes care, patients may require expensive care such as dialysis or amputations. This provides a financial incentive for preventive care.

"These incentives for quality care are lacking elsewhere in the health care system," Longman said.

Outside VA, the benefits of investing in electronic medical records or in preventive medicine wind up going not to the health care system but to other competitors. In short, from the provider's view, there is little or no business case for quality.

Longman said VA has proven it can be successful because its system of care gives the provider a stake in the patient's long-term interest.

"After seeing what the VA can do, I believe the health care crisis is solvable," Longman said.



## VA Reaches Out to Former Prisoners of War

### *Department Enlists Public's Help in Contacting Former POWs*

Do you know any former prisoners of war (POW) or their family members? If so, the Department of Veterans Affairs (VA) needs your help.

VA is once again reaching out to former prisoners of war not currently using VA benefits and services, urging them to contact the Department to find out if they are eligible for health care, disability compensation and other services.

“One of VA’s highest priorities is meeting the needs of former prisoners of war,” said (former) Secretary of Veterans Affairs Jim Nicholson. “They are extraordinary men and women who have endured captivity, suffered extreme deprivation and sacrificed their own freedom to preserve the freedom of all Americans.”

VA estimates more than 25,000 former prisoners of war are alive today. VA is trying to contact the remaining POW's not receiving any benefits or health care through an outreach program that includes asking citizens to pass the word to veterans they know.

VA also extends a helping hand to the surviving spouses and family members of former POWs, who may be eligible for certain benefits and services.

In recent years, VA has expanded benefits to all former POWs with strokes and certain common heart diseases. More than a dozen other diseases were already covered.

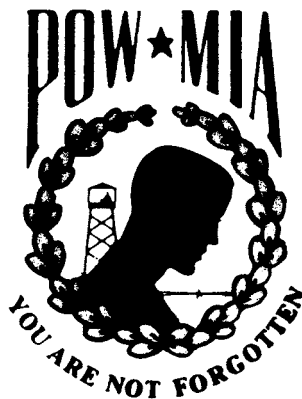
The government's effort to inform former POWs about improvements in benefits faces a particular hurdle with

older veterans who may not have been in touch with VA for decades.

A majority of former POWs are veterans of World War II, and their military service was before the use of Social Security numbers as military “service numbers.” As a result, it is difficult for VA to track down those who have not been in contact with the Department in recent years.

During recent years through a nationwide outreach campaign that included direct mailings and the help of news media and veterans organizations, VA has added hundreds of former POWs to its compensation rolls, people who had not previously been receiving benefits to which they were entitled.

If you know a former POW, please ask him or her to contact VA at 1-800-827-1000. Details about benefits and services available to former POWs and family members are available at [www.vba.va.gov/bln/21/Benefits/POW/index.htm](http://www.vba.va.gov/bln/21/Benefits/POW/index.htm)



## Volunteer Requirements

As many of you are aware, volunteer requirements never seem to end. A few years ago, a person would come to our office ready to volunteer. That person would fill out a volunteer application and could actually start their volunteer assignment that same day! In today's society, that can no longer happen. In an effort to insure the safety of our patients, staff and other volunteers, we must conduct additional security checks for a variety of assignments. Now, instead of same day volunteer assignments, we are looking at an approximate two-week start time for new volunteers. Some of the requirements for new volunteers include:

- Volunteer application (completed and signed)
- Parental approval for student volunteers (signed)
- Volunteer Orientation
- Completion of form 2280 (position risk and sensitivity level designation)
- Copy of assignment position description
- Two forms of photo identification
- Fingerprinting and background check for some assignments
- Completion of the National Practitioner Data Bank – Healthcare Integrity and Protection Data Bank (NIPDB-HIPDB) for volunteers with frequent 1:1 patient contact
- Parking decal
- Drivers must have:
  - All of the above
  - Defensive Driving Course
  - Physical
  - License check by VA Police



## Spotlight on Albany

### Stratton Inn

In July, the Stratton VA Medical Center Hoptel Unit was renamed the Stratton Inn after our namesake, the late Congressman Samuel S. Stratton. Mayor **Brian Stratton** joined Medical Center Director, **Mary-Ellen Piché**, County Executive, **Michael Breslin** and Comptroller, **Mike Conners** to cut the ribbon. Representatives from our Veterans Service Organizations and Fraternal Organizations that sponsored guest rooms back in 1996 when the Hoptel first opened were also present.

The Stratton Inn provides free overnight accommodations for veterans who need to travel long distances for their outpatient appointments at our facility. The Inn consists of 17 rooms that can serve up to 34 guests at one time. Approximately 6,500 guests have utilized the Inn over the last year. Through donated funds, supplies are maintained and furnishings are updated so guests feel at home.



*Featured in the photo (left to right): Mike Conners, Comptroller, Mayor Brian Stratton and our Director, Mary-Ellen Piché*

### Physical Therapy Equipment

*Andy Mayo*

*Physical Therapist, Rehabilitative Medicine Service*

With the recent purchase of new equipment for the physical therapy department, we are better able to serve our veterans. Whether they are older veterans from the nursing home or veterans from our most recent conflicts, the smiles on their faces when they use the Nu-Step is amazing. It has been so popular with the veterans that there is a waiting line to use it and we are requesting the purchase of another one. The recently donated parallel bars now allow for geri-chairs. The sci-fit all body ergometer is used multiple times per day in the outpatient clinic. Now, we can have a patient sit on the seat or remove the seat to accommodate a wheelchair. I would like to thank Karen and Stephanie for their help in acquiring this equipment. I would also like to thank the veteran's organizations (Northeast Chapter Korean War Veterans, DAV Chapter 198, Military Order of the Purple Heart Chapter 17, Kingston Post 150 American Legion, DAV Chapter 10, Saratoga VFW 420 and Auxiliary, and VFW Post 3185) and private donors that also helped make this possible.



*Physical Therapy Cardio Fitness Machine with removable seat to allow wheelchairs to be secured to the equipment.*

### CALENDAR CORNER

#### Sunday, November 4

Masonic Day

#### Sunday, November 11

Veterans Day Ceremony - 10:30 a.m.  
Saratoga VA National Cemetery

#### Monday, November 12

Veterans Day Parade - 11:11 a.m.  
Albany

#### Tues, November 20

VAVS Committee Meeting - 1:00 p.m.  
Auditorium

#### Thursday, December 6

ALA Holiday Gift Program

#### Tuesday, January 22

VAVS Committee Meeting - 1:00 p.m.  
Auditorium

Contact Karen at (518) 626-5506 for more information

Spotlight on Albany continued on page 11







## Spotlight on *Bath*

### Patients on Vacation

Each year, the veterans residing in the Nursing Home Care Units select a vacation destination. This summer they chose to go on a cruise. With the assistance of volunteers and staff, veterans participated in activities that would occur if they



*Getting a helping hand during the limbo contest.*

were actually on an ocean liner. There were boarding passes, leis, beach parties, karaoke contests, tropical drinks, ice cream, games, musical entertainment, and limbo contests. The highlight of the week was the Captain's Dinner. A section of the nursing home was turned into a dining room complete with chandeliers, reserved seating, elegantly dressed waiters and waitresses, and a gourmet meal. The residents even put on their finest clothes to enjoy the prime rib and seafood dinner.



*Enjoying the Captains Dinner.*

### Buffalo UAW Heads to Bath

On July 25, 14 members of the Buffalo United Auto Workers (UAW) Local 774, chartered a tour bus and headed to the Bath VA. Their visit included a day filled with fishing, food, and sun on Keuka Lake with Domiciliary Residential Rehabilitation Program veterans. The UAW also presented patients with fishing poles, tackle boxes, and \$500 worth of bicycles for patient use.



*UAW donates \$500 worth of bicycles.*

### Honoring Our Heroes Ride

On Saturday, August 4, more than 300 motorcycles roared onto the Bath VA Medical Center grounds for a brief ceremony to honor veterans. The Swain Ski and Snowboard Resort teamed up with area motorcycle clubs and voluntary service staff to sponsor the "Honoring Our Heroes" ride. The event raised more than \$4,000 for future veteran outreach initiatives. Many riders were employees, volunteers, as well as veterans.

### Volunteer Opportunities

- 👤 Satisfaction surveys (hospital and long term care units)
- 👤 \*Drivers for Volunteer Transportation Network (Bath/Elmira/Wellsville)
- 👤 Home Based Primary Care
- 👤 Birthday Program
- 👤 Nursing home (escorts, small group arts and crafts, one-on-one visitations, feeding assistance and off station trips)
- 👤 Women Veteran Mentoring Program
- 👤 \*\* Community Visiting/Respite Program
- 👤 Clerical
- 👤 Information Desk
- 👤 Computer lab
- 👤 Historical Museum (seasonal)
- 👤 Veterans History Project (documenting military stories for submission to the Library of Congress)
- \* Requires unrestricted license, and passing a physical exam through Employee Health
- \*\* Subject to reference/background check





## Spotlight on *Canandaigua*

### DAV Donates Vans

Canandaigua VA Medical Center and Rochester Outpatient Clinic each received a van donated by the Disabled American Veterans (DAV). Through the hard work of DAV members and their friends, enough funds were secured to purchase a van for each site. Then, to our pleasant surprise, Canandaigua was the recipient of another van – a 2008 Ford Taurus X7! Canandaigua was awarded this vehicle (for free) because of the increased need for veteran outpatient transportation. Thank you to the DAV and to all our wonderful, supportive and dedicated DAV volunteers in Canandaigua and Rochester. Without them, many patients would not be able to access their medical appointments.



*Jim McDermott, DAV Chapter 4 Commander attended the DAV Convention in New Orleans and then drove back to Canandaigua in the new vehicle. (The Canandaigua VA Medical Center funded his trip.)*

### Thank You

It is the end of the fiscal year and we have had an exciting and prosperous year filled with generous donations from you. Listed below are just a few of the items that we were able to purchase through your contributions:

- Tablecloths for Adult Day Care
- Haircuts for indigent patients
- Canteen books for patients
- U.S. flag for one of the buildings
- Massage chairs for building 2
- Water jugs for the rehab program in Rochester
- Comfort care items
- Socks
- Televisions, wall holders, and remotes for 6 inpatient rooms
- Window bird feeders so our patients can enjoy watching the birds
- Irons and ironing boards
- Canopy and upholstery for the pontoon boat
- Flowers for the gardens
- A lot of food and parties (pizza, wings, ice cream, cookies and more)

### Award Ceremony and Picnic

Approximately 85 people were on hand to thank our youth volunteers and to celebrate summer with our annual picnic and award ceremony.



### Speaker's Bureau

If your organization is interested in:

- ✓ Hosting an outreach event
- ✓ Booking a VA speaker for a specific health care topic
- ✓ Volunteering
- ✓ Making a donation
- ✓ Finding out what you can do help us help veterans, contact a member of our Community Relations Team at (585) 393-7761:
  - Robin Johnson, Volunteer/Community Relations Manager
  - Dan Ryan, Public Affairs Officer
  - Patti Ciancaglini, Volunteer Program Specialist

### Employee Volunteers

You may see some new faces in the volunteer world! Mr. Howard, Canandaigua Medical Center Director, recently accompanied the Disabled American Veterans (DAV) to one of the buildings for their bi-monthly ice cream party. Canandaigua is not only seeking more volunteers from the population outside of VA - but we are looking and asking for volunteers who are EMPLOYEES. Mr. Howard is certainly leading by example.

### SAVE THE DATE

**February 6, 2008**  
**75<sup>th</sup> Anniversary Celebration**  
**Formal Ceremony 1:30 p.m.**  
**Bldg. 5, Auditorium**  
**Watch your mail for more information.**

Spotlight on Cndga. continued on page 7





## Spotlight on Canandaigua

(continued)

### Wish List

- ☐ Comfort care items:
  - Deodorant
  - Shampoo
  - Shaving cream
  - Body lotion
- ☐ Coffee (regular and decaf)
- ☐ Creamer, sugar, sugar substitute
- ☐ Hot chocolate
- ☐ Bowling/movie tickets
- ☐ Baking items, peanut butter, English muffins
- ☐ Gift cards from Walmart/Wegmans/Tops
- ☐ Prepaid phone cards
- ☐ Tickets to sporting events, zoo and outings
- ☐ Paper products (plates, napkins, dinnerware)
- ☐ New socks and underwear
- ☐ 41-cent postage stamps
- ☐ Non-alcoholic beer (cans)
- ☐ Homemade cookies for Dec. 23
- ☐ Knit hats and gloves
- ☐ Winter coats, shoes, and boots
- ☐ Monetary donations for:
  - Vet Center, Rochester
  - Holiday account
  - 75th Anniversary mementos

Contact Voluntary Service for more information

### Volunteer Opportunities

- 👤 DAV Drivers
- 👤 Companions
- 👤 Performance Groups
- 👤 Escorts for Church Services
- 👤 Clerical
- 👤 Computer Lab
- 👤 Piano Player (3:00 p.m. Saturday Mass and 10:30 a.m. Sunday Mass)

### Flu Shots for Volunteers

November 6 & 13, 9:00-10:00 a.m. - Library, Rochester Outpatient Clinic

November 19, 9:00-11:00 a.m. and 1:00-3:00 p.m. - Voluntary Service, Bldg. 7, Canandaigua VA

Bring your photo ID

## CALENDAR CORNER

### November 6

Food Safety Class - 6:30 p.m. - 8:30 p.m.  
Pavilion

*All organizations that serve food to veterans should send a copy of the license/inspection for their Post/Chapter or Unit to Voluntary Service. Thank you for helping us to keep our records current.*

### November 8

Female Veterans Day Tea - 1:30 p.m.  
Bldg. 1, Director's Conference room

### November 9

Veterans Day Program with Jim Worthing  
1:00 p.m.  
Bldg. 5, Auditorium  
Escorts Needed\*

### November 12

Veterans Day Missing Man Ceremony - 10 a.m.  
Bldg. 5, Auditorium  
Escorts Needed\*  
Cakes served on all wards at 1:00 p.m.  
Volunteers are encouraged to help serve.

### November 14

VAWS/Consumer Council Meeting - 1:00 p.m.  
Elks Lodge  
3525 E. Henrietta Rd., Rochester

### November 22

Thanksgiving  
Volunteers are encouraged to assist with feeding or providing holiday visitation. Please contact Voluntary Service prior to visiting.

\*Escorts needed 45 minutes prior to event. REMEMBER: Without your help, many of the patients will not be able to enjoy these activities!

### December 7

Pearl Harbor Interfaith Prayer Service - 2:30 p.m.  
Bldg. 5, Auditorium  
Escorts needed\*

### December 18

VAWS Gift Wrap - 1:00 p.m.  
Bldg. 5, Auditorium

### December 23

VAWS Holiday/Christmas Gift Distribution  
12:30 p.m.  
Bring cookies and Santa hats  
Bldg. 5, Auditorium

### December 25

Christmas Day  
Volunteers are encouraged to assist with feeding or providing holiday visitation. Please contact Voluntary Service prior to visiting.

### November 6 & December 4

Bingo - 7:00 p.m.  
Bldg. 5, Auditorium  
Escorts needed\*

### February 6, 2008

A variety of activities will be held throughout the week for our 75th anniversary celebration. If you would like to assist by providing a donation of mementos for veterans, staff and the community, please contact Voluntary Service for more information.





## Spotlight on *Syracuse*

### Volunteer Recognition

The Syracuse VA volunteer recognition event is scheduled for November 9 at 10:00 a.m. in the auditorium. Volunteers from Syracuse, Rome, and Binghamton and... are welcome to attend. Contact Lois or Sheri at (315) 425-4315 to RSVP.

### Drivers Needed

We need drivers! We are still in need of drivers for our Veteran Transportation Program. If you have been a driver in the past or you think this might be a volunteer opportunity for you or someone you know, contact our Disabled American Veterans (DAV) Office at (315) 425-4400 (ask for the DAV Office) or Voluntary Service at (315) 425-4317 for more information. We'll help you get through the application process and get you on the road helping our veteran patients. We are specifically looking for drivers in the Syracuse and Oswego areas to help our veterans get to patient appointments at the Syracuse VA hospital.

### CALENDAR CORNER

**November 9**

Volunteer Recognition Event

**November 12**

Veterans Day - Closed

**November 18**

Jerry Cali Music Entertainment - 8th Floor

**November 22**

Thanksgiving Day - Closed

**December 2**

Jerry Cali Music Entertainment - 8th Floor

**December 25**

Christmas Day - Closed

**January 1**

New Year's Day - Closed

\*\*Volunteer Orientation is held on Mondays and Wednesdays at 10:00 a.m.  
Call 315-425-4315 to reserve your spot.

### Activities

We have had many wonderful veteran activities over the past few months. With the support of our volunteers, we will continue to provide social events for our veteran patients. Some of our events have included Independence Day trivia, monthly birthday parties, bingo games, card club, Green Lakes outing, Willow Bay picnic, casino nights, Night at the Races and many more. Popular local musician, **Jerry Cali**, provided music and singing entertainment in July with other dates scheduled throughout the year.

On Sunday, November 11, everyone is welcome to attend the Veterans Day Ceremony that will be held at the Onondaga War Memorial. Doors open at 8:00 a.m. with patriotic music. The ceremony begins at 10:00 a.m. with a wreath laying at 11:11 a.m. and a parade past the Korean-Vietnam Memorial immediately following the ceremony. "Warm Their Hearts" will collect donations of new clothing, blankets and other essentials that will be distributed to our veterans and current service members. You can contact **Dave Holihan** at (315) 696-0037 for more information. Parking is free at the On-center garage or local parking meters.

As always we would like to thank all of our volunteers for their hard work and dedication in support of our veteran patients!

### Wish List

- ☐ Computer Desk
- ☐ Digital Camera
- ☐ Digital Camcorder
- ☐ Apple Computer (digital photo capability)
- ☐ Photo Quality Apple Computer Compatible Printer
- ☐ Satellite radio and subscription







## Spotlight on *Western NY*

### CALENDAR CORNER

#### **November 4**

Masonic Service Association's Veterans Day Visit - 1:00 p.m.  
Buffalo — Room 1109C

#### **November 11**

Veterans Day Observances  
Batavia — Building 3, Flagpole Area at 10:00 a.m.  
Buffalo — Room 301 at 2:00 p.m.

#### **November 14**

VAVS Committee Meeting - 1:30 p.m.  
Buffalo — Room 301

#### **November 15**

American Red Cross Blood Drive - 8:30 a.m.  
Buffalo — Room 301

#### **November 18**

Thanksgiving Dinner for Veterans - 10:00 a.m.  
Buffalo — Food Court

#### **November 22**

Thanksgiving Holiday

#### **November 23**

American Red Cross Blood Drive - 9:00 a.m.  
Batavia — Building 4, Auditorium

#### **December 2**

American Legion 8<sup>th</sup> District Wreath Hanging - 10:00 a.m.  
Batavia — Front Lobby

#### **December 3-7**

VAVS Facility Holiday Season Decorating  
Batavia and Buffalo — all week long

#### **December 3**

Amherst Garden Club Wreath Making - 8:00 a.m.  
Buffalo — Room 301

#### **December 4**

American Legion Auxiliary Gift Shop - 9:00 a.m.  
Buffalo — Room 301

#### **December 5**

American Legion Auxiliary 8<sup>th</sup> District Gift Shop - 9:00 a.m.  
Batavia — Building 4, Auditorium

#### **December 6**

Order of the Eastern Star Plant Distribution - 9:00 a.m.  
Batavia — Building 4, Auditorium

#### **December 7**

American Legion 8<sup>th</sup> District Wreath Hanging - 10:00 a.m.  
Buffalo — Main Lobby

#### **December 12**

VAVS Annual Holiday Gift Packing  
Batavia — 11:00 a.m. - Building 4, Auditorium  
Buffalo — 10:00 a.m. - Room 301

#### **December 25**

VAVS Christmas Day Gift Distribution  
Batavia and Buffalo

#### **January 1**

New Years Day Holiday

#### **January 21**

Dr. Martin Luther King, Jr., Observance/Holiday

#### **January 25**

American Red Cross Blood Drive - 9:00 a.m.  
Batavia — Building 4, Auditorium

#### **January 30**

American Red Cross Blood Drive - 8:30 a.m.  
Buffalo — Room 301





## Spotlight on WNY

(continued)

### Road to Milwaukee

The Road to Milwaukee Campaign helped send Western New York veteran athletes to the 2007 National Veteran Wheelchair Games. Our heartfelt thanks to the many individuals and veteran service organization members who supported this great project.



Michael Wilson



William Butler



Joseph Stoyale



Jake Hipps

The Team (front row): William Butler and Michael Wilson, (back row) Lynn Rehfeld-Kenney, WNY Occupational Therapy Service; Kathy Phillips, Spinal Cord Injury Outpatient Clinic at WNY; Pamela Kaznowski, Supervisor, WNY Recreation Therapy Service.



### Ride for Vets

On Saturday, July 28, a group of avid motorcycle riders from D'Youville College, Parts Hogg organization, and the Vietnam Vets/Legacy Vets Motorcycle Club hosted a "Ride for Vets" fundraiser to help send local veterans to the National Veterans Wheelchair Games. This inaugural event attracted bike enthusiasts from all over western New York.



### Vet Clubs Support Batavia

Genesee Vets Club, along with the American Legion Glenn S. Loomis Post #322, its Auxiliary, as well as the Sons of the Legion and the Marine Corps League Hansen Brothers Detachment donated \$1,000 for bedside televisions and other amenities for the residents at our Batavia facility.



Pictured (left to right): Joan Staats, American Legion Auxiliary President; Steve Twichell, Marine Corps League Commandant; Kate Martin, Volunteer Program Specialist; Dennis Heberling, Facility Manager; Berney Staats, American Legion Post Commander; and Elijah Brent Monroe, Sons of American Legion commander.

### Volunteer Opportunities

- 👤 Adult Day Health Care Program: assist veterans and work with program staff - Buffalo
- 👤 Clerical: filing, photocopying, running errands, mailings, paper shredding, etc. - Buffalo
- 👤 Computer Assistant: assist residents with computer skills - Batavia
- 👤 Computer Assistant: create electronic documents - Buffalo
- 👤 DAV Volunteer Transportation Program: transport veterans to and from clinic appointments - Batavia and Buffalo
- 👤 Greeters: welcome veterans and visitors; help them get to appointments and other related areas - Buffalo
- 👤 Guest Parking Lot Shuttle: transport veterans and guests from cars to and from outpatient entrance - Buffalo
- 👤 Patient/Ward Visitation(s): assist staff with patient care activities, as well as visit, converse, and interact as needed - Batavia and Buffalo
- 👤 Patient Escort/Transport Service: assist veterans to and from scheduled appointments and other needs as they occur - Batavia and Buffalo
- 👤 Physical Therapy Service: assist staff with veteran's outpatient clinic visits - Buffalo
- 👤 Reminder Phone Calls (Nutrition & Food Service) - Buffalo
- 👤 Recreational Aide: assist with/organize activities with residents/patients - Batavia and Buffalo





## Spotlight on *wny* (continued)

### WNY Wish List

- ☐ Funding for:
  - Patient activities – Batavia & Buffalo
  - Daily newspaper and magazine subscriptions - Batavia
  - Travel for patients in need
- ☐ Art Therapy Supplies – Buffalo
- ☐ Treadmill(s) – Buffalo
- ☐ DAV/Volunteer Transportation Program - Batavia & Buffalo  
\*Note: all donations must go directly to DAV Department of NY
- ☐ Coffee Cart Program - Batavia & Buffalo
- ☐ Comping coupons - Batavia & Buffalo
- ☐ Welcome kits for new admissions (newspapers, comfort items) - Buffalo

Before purchasing any item, please contact the Volunteer Program Office to make sure that the item has not already been purchased.

Due to the overwhelming success of a recent wheelchair project, there are no requests for wheelchairs at this time. Thank you for your generosity.



## Spotlight on *Albany* (continued)

### Volunteer Opportunities

- ☎ Fisher House – Check-in guests, give tours of the house, answer guests' questions, answer phone, typing and data input
- ☎ Human Resources – Answering phones and filing
- ☎ Eye Clinic - Filing and other clerical tasks
- ☎ Greeter Desk - Evening and week-end hours available
- ☎ Shuttle Drivers – Weekdays and on-call
- ☎ Volunteer Drivers – Weekdays and on-call
- ☎ Patient Transport (Escort) – Weekdays
- ☎ Rehabilitative Medicine Office – Clerical assistance

### Wish List

- ☐ Cans of decaf coffee
- ☐ Creamora, sugar
- ☐ Sneakers (men's – all sizes, new)
- ☐ Hair brushes
- ☐ Funds for:
  - Replacement vans for Transportation Program
  - Maintaining four fish tanks
  - Recumbent Cross Trainer for Kinesiotherapy
  - Large screen TV and stand for 9th floor activity room

Contact Karen Haas at (518) 626-5506 for more information.

### Network 2 Volunteer Staff

#### Albany

**Karen Haas, Manager**  
(518) 626-5506

**Stephanie Bonenfant, Specialist**  
(518) 626-5508

#### Bath

**Susan DeSalvo, Manager**  
(607) 664-4773

**Sis Conrad, Specialist**  
(607) 664-4772

**Richard Conklin, Clerk**  
(607) 664-4771

#### Canandaigua

**Robin Johnson, Manager**  
(585) 393-7759

**Dan Ryan, Public Affairs**  
(585) 393-7209

**Patti Ciancaglini, Specialist**  
(585) 393-7761

#### Syracuse

**Bob Hawes, Manager**  
(315) 425-4681

**Sheri Valle, Program Assistant**  
(315) 425-4898

#### Western New York (Buffalo and Batavia)

**Mark Francis, Manager**  
(716) 862-8667

**Kathleen Martin, Specialist**  
(585) 297-1196

**Kelly Clark, Specialist**  
(716) 862-8672



## Volunteer Facts & Figures for VISN 2

	Fiscal Year 2006	Fiscal Year 2007	Difference
Number of Volunteers	5,160	5,296	2.5% increase in number of volunteers
Turnover Rate	Not tracked	21%	Goal: maintain less than 25% turnover
Donation Totals	\$1,987,992.39	\$2,756,658.53	40% increase in donations
Total Hours	471,389	435,744	7.5% decrease savings of \$10.3 million

## Reaching Us Is Easy

### VA Medical Centers:

#### Albany

113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

#### Batavia

222 Richmond Avenue  
Batavia, NY 14020  
(585) 297-1000

#### Bath

76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

#### Buffalo

3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

#### Canandaigua

400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000  
1-(800) 204-9917

#### Syracuse

800 Irving Avenue  
Syracuse, NY 13210  
(315) 425-4400

### Community-Based Outpatient Clinics:

#### Auburn

Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7002

#### Bainbridge

109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

#### Binghamton

425 Robinson Street  
Binghamton, NY 13901  
(607) 772-9100

#### Carthage

3 Bridge Street  
Carthage, NY 13619  
(315) 493-4180

#### Catskill

Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

#### Clifton Park

1673 Route 9  
Clifton Park, NY 12065  
(518) 383-8506

#### Cortland

1129 Commons Avenue  
Cortland, NY 13045  
(607) 662-1517

#### Dunkirk

166 East 4th Street  
Dunkirk, NY 14048  
(800) 310-5001

#### Elizabethtown

P.O. Box 277, Park St.  
Elizabethtown, NY 12932  
(518) 873-3295

#### Elmira

Health Services Bldg.  
200 Madison Ave.  
Suite 2E  
Elmira, NY 14901  
(877) 845-3247

#### Fonda

Camp Mohawk Plaza  
Rt. 30A  
Fonda, NY 12068  
(518) 853-1247

#### Glens Falls

84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

#### Ithaca

10 Arrowwood Drive  
Ithaca, NY 14850  
(607) 274-4680

#### Jamestown

The Resource Center  
890 East Second Street  
Jamestown, NY 14701  
(716) 661-1447

#### Kingston

63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

#### Lackawanna

Our Lady of Victory  
Family Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944

#### Lockport

Ambulatory Care Center  
5875 S. Transit Road  
Lockport, NY 14094  
(716) 433-2025

#### Malone

183 Park Street, Suite 3  
Malone, NY 12953  
(518) 481-2545

#### Massena

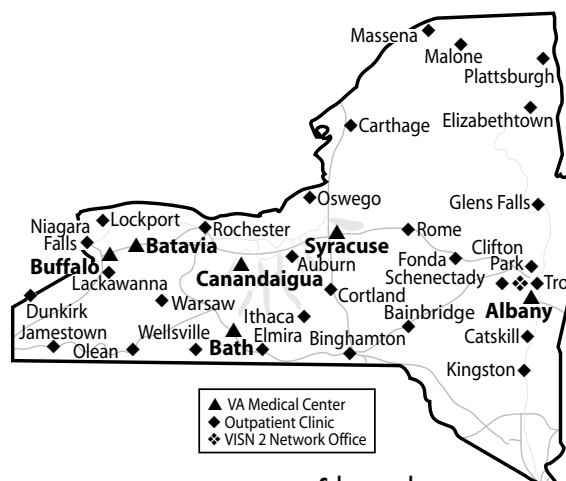
1 Hospital Drive  
Massena, NY 13662  
(315) 769-4253

#### Niagara Falls

2201 Pine Avenue  
Niagara Falls, NY 14301  
1-(800) 223-4810

#### Olean

465 North Union Street  
Olean, NY 14760  
(716) 373-7709



#### Oswego

Seneca Hills Health  
Services Center  
County Route 45A  
Oswego, NY 13126  
(315) 343-0925

#### Plattsburgh

80 Sharron Avenue  
Plattsburgh, NY 12901  
(518) 561-8310

#### Rochester

465 Westfall Road  
Rochester, NY 14620  
(585) 463-2600

#### Rome

125 Brookley Road  
Bldg. 510  
Rome, NY 13441  
(315) 334-7100

#### Schenectady

1322 Gerling St. Sheridan Plaza  
Schenectady, NY 12308  
(518) 346-3334

#### Troy

295 River Street  
Troy, NY 12180  
(518) 274-7707

#### Warsaw

Wyoming County  
Community Hospital  
400 N. Main Street  
Warsaw, NY 14569  
(585) 297-1000

#### Wellsville

3458 Riverside Drive, Route 19  
Wellsville, NY 14895  
(585) 596-2056

### VA Health Care On The Web

[www.va.gov/visns/visn02](http://www.va.gov/visns/visn02)

### For Reliable Health Information On The Web

[www.myhealth.va.gov](http://www.myhealth.va.gov)

### Veterans Service Contact Center

**1-888-823-9656**

For information on eligibility, VA health care, benefits,  
enrollment or questions on your billing statement